

CURRICULUM VITAE

PERSONAL DATA

Name Michele Heisler, MD, MPA

EDUCATION

9/80-6/83 B.A. *magna cum laude* in American Studies and Spanish
Amherst College, Amherst, MA

9/84-6/85 M.P.A.
9/86-6/87 Woodrow Wilson School, Princeton University, Princeton, NJ

1/91-6/92 Post Graduate Science
University of Pittsburgh, Pittsburgh, PA

9/93-6/97 M.D. with Honors in a Special Field-*cum laude*
Harvard Medical School, Boston, MA

POSTDOCTORAL TRAINING

7/97-7/00 Internship & Residency
Department of Internal Medicine, University of Michigan Health System,
Ann Arbor, MI

7/00-7/02 Veterans Affairs Fellowship
Robert Wood Johnson Clinical Scholars Program, Department of Internal
Medicine, University of Michigan, Ann Arbor, MI

PROFESSIONAL EXPERIENCE

9/83 - 8/84 Thomas J. Watson Fellow. Field research on rural-urban migration and
community health in Brazil, Argentina, and Peru; one of 70 national
recipients.

6/85 - 8/86 Assistant to the Director and Project Analyst, Catholic Relief Services
(CRS) Office for Central America, Mexico, Brazil, San Jose, Costa Rica.
Designed and evaluated community development and health projects in
Nicaragua, Mexico, and Brazil.

6/87- 12/90 Assistant Program Officer/Program Officer (5/90), The Ford Foundation,
New York, NY. Developed, managed, and evaluated Human Rights,
Poverty, and Women's Health programs in the Caribbean and regionally for
Latin America (annual budget: \$1.5MM).

- 1/91 - 8/92 Research Associate (Part-time), University of Pittsburgh Medical Center, Pittsburgh, PA. Conducted psychometric testing, interviews and statistical analyses of the neurobehavioral effects of childhood lead exposure.
- 1/91 - 8/92 Consultant (Part-time), The Ford Foundation, New York, NY. Evaluated human rights and women's health programs and grant proposals.
- 9/92 - 3/93 Consultant, Human Rights Commission of El Salvador, San Salvador, El Salvador. Investigated human rights violations from 1980 to 1991 for a United Nations (U.N.) Commission. Surveyed mental health and health services for survivors of traumatic human rights violations.

ACADEMIC APPOINTMENTS

- 2000-2002 Adjunct Lecturer
Residential College, University of Michigan, Ann Arbor, Michigan
- 7/02-6/04 Lecturer, Department of Internal Medicine, Division of General Medicine, University of Michigan, Ann Arbor, Michigan
- 7/04-present Assistant Professor of Internal Medicine, Division of General Medicine, University of Michigan, Ann Arbor, Michigan
- 7/02-present Research Scientist, Veterans Affairs Center for Practice Management & Outcomes Research, Ann Arbor, Michigan
- 7/02-present Core Investigator, Michigan Diabetes Research and Training Center, Measurement Core, Ann Arbor, Michigan
- 7/02-present Investigator, VA Quality Enhancement Research Initiative for Diabetes Mellitus (QUERI-DM), National Research Coordinating Center
- 12/03-present Core Faculty, Robert Wood Johnson Clinical Scholars Program, University of Michigan, Ann Arbor, Michigan

CLINICAL/HOSPITAL APPOINTMENTS

- 1998-2000 Physician Volunteer, Mexican Migrant Worker Health Team, southeast Michigan
- 7/00-present Staff Physician, VA Ann Arbor Healthcare System, Ann Arbor, Michigan

CONSULTING POSITIONS

- 1994-1995 Boston Neighborhood Health Center (EBNHC), Boston: Researched the health care needs, use, and barriers to access to health care of recent Brazilian immigrants in East Boston and formulated recommendations for improved health services subsequently implemented by the EBNHC.
- 1995-present Physicians for Human Rights: Conducted field research (1995) and co-wrote report on governmental violations of medical neutrality and coercion of health workers in Turkey; co-wrote studies on women under Taliban regime in Afghanistan (1998), prevalence of war-related sexual assault in Sierra Leone (2002), forensic physician documentation of torture in Mexico (2003), and discrimination in the health care sector against people with HIV in Nigeria (2003).
- 2004-present Advisor to Chronic Disease Program, California Health Care Foundation, Oakland, CA.

SCIENTIFIC ACTIVITIES

Editorial Board member, *Journal of Clinical Outcomes*
Reviewer, *JAMA*
Reviewer, *Annals of Internal Medicine*
Reviewer, *Medical Care*
Reviewer, *JGIM*
Reviewer, *Archives of Internal Medicine*
Reviewer, *Diabetes Care*
Reviewer, *Diabetic Medicine*
Reviewer, *Medical Care Research and Review*
Ad Hoc Reviewer, VA MERIT Review Panel, Equity and Special Populations Group, September, 2004.

GRANT SUPPORT

Current

“Michigan Diabetes Research and Training Center/Measurement Core.” Funded by the NIH - NIDDK (5P60 DK20572-21). Co-Investigator, 15% effort (William Herman, Principal Investigator) Total award \$202,792; December 1, 2002 – November 30, 2007

“Quality Enhancement Research Initiative – Diabetes Mellitus.” Funded by the Department of Veterans Affairs Health Services Research and Development Service. (#DIB 98-001). Co-Investigator, 5% effort (Principal Investigator: Rodney A. Hayward) Total award \$300,000; October 1, 2001 – September 30, 2003

“Racial and Ethnic Approaches to Community Health (REACH).” Funded by the Centers for Disease Control (CDC) and Prevention. (#U50CCU517264). Co-Investigator (Health System Intervention Team Leader), 10% effort (Principal Investigator: Ricardo Guzman); September 30, 2000-September 29, 2004

“Racial Disparities in Diabetes Care.” Funded by the Department of Veterans Affairs Health Services Research and Development Service. (#LIP 41-098) Total award \$5,000.

“Health and Retirement Study: Diabetes Mail Survey Supplement.” Funded by the National Institute of Aging (U01-AG09740-14S1). Co-Investigator, 10% effort (Robert J. Willis, Principal Investigator). Total award \$832,560, July 1, 2003 – December 31, 2005.

“Understanding and Strengthening Patient-Health Care Provider Partnerships to Enhance Patients’ Chronic Disease Management.” Funded by the Department of Veterans Affairs HSR&D (RCD 02-047) (Principal Investigator: Michele Heisler) Total Award \$480,000, January 1, 2004-December 31, 2006. (100% of Dr. Heisler’s salary and project support)

"Promoting Peer Support for Diabetes Care." Funded by the Michigan Diabetes Research and Training Center. 2003 Pilot/Feasibility Study Program. Michele Heisler, Principal Investigator, 40% concurrent effort. Total award \$45,000; December 1, 2003 – November 30, 2004.

"Strengthening Patient-Health Care Provider Partnerships to Improve Diabetes Outcomes." Funded by the Blue Cross Blue Shield Foundation, Reducing Disparities 2003. Michele Heisler, Principal Investigator, 20% concurrent effort. Total award \$155,141; January 1, 2005 – December 31, 2006.

CERTIFICATION & LICENSURE

1997 ACLS certification (renewed 2002)
1998 Diplomate, National Board of Medical Examiners
2000 Diplomate, American Board of Internal Medicine
2000 State of Michigan Physician and Surgeon License
2000 Drug Enforcement Administration

HONORS & AWARDS

1983 Phi Beta Kappa, Amherst College
1983 Amherst Memorial Fellowship, Amherst College
1983 George A. Plimpton Fellowship, Amherst College
1983-1984 Thomas J. Watson Fellowship, Thomas J. Watson Foundation
1987 Frederick H. Harbison Fellowship for Most Outstanding Student in Development Economics, Princeton University
1994 Edward H. Kass Fellowship, Harvard Medical School
1997 Kurt J. Isselbacher Prize for Humanitarian Values and Dedication to Science, Harvard Medical School
1999 Golden Beeper Award for Medical Student Teaching, University of Michigan Medical School
1999 VA House Officer of the Month Award, Ann Arbor VAMC

2000	Outstanding House Officer Research Award, Department of Internal Medicine, University of Michigan Health System
2003	SGIM Outstanding Reviewer, 2003
2003	Milton W. Hamolsky Junior Faculty Award, Society of General Internal Medicine

MEMBERSHIPS IN PROFESSIONAL SOCIETIES

1994	American College of Physicians
2000	Society of General Internal Medicine
2000	Society for Medical Decision Making

TEACHING ACTIVITIES

2000-2002	Adjunct Lecturer: Taught upper-level University of Michigan undergraduate course entitled "Socio-cultural Studies of Health, Illness and the Biomedical Sciences."
2000-2003	House officer mentor, Urgent Care Clinic and Emergency Room, Ann Arbor VAMC, Ann Arbor, Michigan
2003-present	House officer mentor, General Medicine ambulatory care clinic, Ann Arbor VAMC, Ann Arbor, Michigan
2000-present	Seminar leader, Introduction to Evidence-Based Medicine course for medical students, University of Michigan
2001-2002	Helped develop course and gave introductory one-hour lecture for first-year University of Michigan medical students on effective patient education and counseling
2001-2003	Seminar leader, Introduction to the Patient: Interpersonal Violence Sequence, University of Michigan Medical School
2002-present	Attending physician, Ambulatory Morning Report, University of Michigan Health System (once a month)
2002-present	Instructor, Multiple Regression Support Group, Robert Wood Johnson Clinical Scholars Program, University of Michigan.
2002-present	Preceptor for 3 rd year medical students, Internal Medicine clerkship; outpatient clinic month (1/2 day per week)
2002-present	Presenter and Reviewer, University of Michigan General Medicine Weekly Research Conference (presented one conference per year)

- 2002-present Presenter and Reviewer, Ann Arbor VA Center for Practice Management and Outcomes Research Monthly Research Conference (presented one conference per year)
- 2003-present Small Group facilitator, Family-Centered Experience (FCE) and Longitudinal Case Course (LCC)
- 2003 Noon Conference, “Approaches to Effective Outpatient Chronic Disease Management.
- 2003-present Seminar leader, RWJ Clinical Scholars Program weekly health services methods seminars (lead two seminars a year)

Undergraduate Research Mentoring

- 2003 Rupa Mehta, Undergraduate Research Opportunity Program (UROP)
- 2004-present Shayna Ravinda, Undergraduate Research Opportunity Program(UROP)

Resident Senior Internal Medicine Research Mentoring

- 2003 Gregory Bump, “The Influence of Co-Morbidities on Diabetes Self-Management
- 2003-present Arshiya Baig, “Factors Affecting Physician Screening of Domestic Violence”
- 2003-present Nurit Harari, “Community Health Needs Assessment of Latinos in Washtenaw County”
- 2004-present Deborah Smith, “Nonadherence to Prescription Medications as a Predictor of Health Care Services Utilization and Decreased Subjective Health Perceptions”

Robert Wood Johnson Clinical Scholar Research Mentoring

- 2003-Present Tracy Richmond, “Ethnicity and Physical Activity among Adolescents”
- 2003-Present Helena LaRoche, “The Impact of an Adult Diabetes Self-Management Intervention on Participants’ Children”

INVITED EXTRAMURAL PRESENTATIONS (Non-Peer-Reviewed)

- “Improving Chronic Disease Care and Outcomes: Patient, Provider and Health System Dynamics,” General Medicine Lecture Series, Brigham and Women’s Hospital, Harvard Medical School, Boston, MA January 2002.

“Testing Hypothesized Mechanisms for Racial and Ethnic Disparities in Chronic Disease Care Processes and Outcomes,” Robert Wood Johnson Clinical Scholars Program, Yale University, New Haven, CT, February 2002.

“Improving Patient Self-Management of Chronic Diseases: Patient, Provider, and Health System Factors,” Department of Internal Medicine, University of Toronto Medical School, Toronto, Ontario, June 2003.

“Lessons from the Detroit REACH Intervention to Improve Diabetes Self-Management and Outcomes among Inner-City Latino and African American Adults,” Department of Internal Medicine, Henry Ford Health System, Detroit, MI, December 2003.

“Enhancing Patients’ Chronic Disease Self-Management: Challenges for General Internists,” Key Note Address, Society of General Internal Medicine (SGIM) Midwest Regional Chapter Annual Meeting, Chicago, IL, September 2004.

“Future Directions for the Detroit REACH Partnership to Improve Diabetes Self-Management and Outcomes among Latino and African American Adults,” Henry Ford Health System, Detroit, MI, December 2004.

EXTRAMURAL PRESENTATIONS (Peer-Reviewed)

1. Heisler M, DeMonner S, Billi JE, Hayward RA, “Medicaid Managed Care: Are Academic Medical Centers Penalized by Attracting High-Cost Patients?”
 - Oral presentation, Robert Wood Johnson Clinical Scholars Annual Meeting, November 2001.
 - Poster presentation at 24th SGIM Meeting, San Diego, CA, May 2001.
2. Heisler M, DM Smith, SL Krein, EA Kerr, “Do Patients’ Self-Reported Diabetes Management and Socio-demographic Characteristics Matter for Receipt of Diabetes Services and Disease Control?”
 - Oral presentation at 25th SGIM Meeting, Atlanta, GA, May 2002.
3. Heisler M, DM Smith, RA Hayward, SL Krein, EA Kerr, “Racial Disparities in Diabetes Care Processes, Outcomes, and Treatment Intensity”
 - Oral presentation, Robert Wood Johnson Clinical Scholars Annual Meeting, November 2002.
 - Oral presentation, National VA HSR&D Meeting, Washington, DC, February 2003.
4. Heisler M, Langa K, Eby EL, Fendrick AM, Kabeto, M, Piette JD. “The Health Effects of Restricting Prescription Medication Use Due to Cost”
 - Oral presentation (Hamolsky award recipient), 26th SGIM Meeting, Vancouver, BC, May 2003

5. Heisler M, Vijan S, Anderson RM, Ubel PA, Bernstein SJ, Hofer TP. “When Do Patients and Their Physicians Agree on Diabetes Treatment Goals and Strategies, and What Difference Does It Make?”
 - Oral presentation, 26th SGIM Meeting, Vancouver, BC, May 2003
6. Heisler M, Forman J, Robinson C, Kim C, Tulsy FA, Ubel PA. Patient-Physician Discussion of Diabetes Self-Management in Routine Outpatient Visits.
 - Poster presentation, 27th SGIM Meeting, Chicago, IL, May 2004
7. Heisler M, Piette JD, Spencer M, Kieffer E, Vijan S. Prevalence and Correlates of Knowing One’s Last A1c Value Among Adult Patients with Diabetes.
 - Poster presentation, 27th SGIM Meeting, Chicago, IL, May 2004

COMMITTEE AND ADMINISTRATIVE SERVICE

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| 2001-present | Member, Patient Education Oversight Committee, University of Michigan Health System, Ann Arbor, MI |
| 2002-2003 | Member, Curriculum Development committee to develop a longitudinal course for medical students on understanding patients’ experiences with chronic illnesses |
| 2003-present | Member, International Advisory Council, Physicians for Human Rights, Boston, MA |
| 2003-present | Member, Advisory Council, Advanced Studies Center, International Institute, University of Michigan, Ann Arbor, MI |

RESEARCH INTERESTS: Improving patient self-management of chronic illnesses; Understanding and eliminating racial and ethnic disparities in chronic disease processes of care and outcomes; Designing interventions to improve self-management support in primary care practices; Health and human rights

BIBLIOGRAPHY

Peer-Reviewed Publications

1. Iacopino V, Heisler M, and Kirschner RH. Physician Complicity in Misrepresentation and Omission of Evidence of Torture in Post-detention Medical Examinations in Turkey. *JAMA* 1996, 276:396-402.
2. Heisler M, Rakesh Z, Iacopino V. Health and Human Rights of Adolescent Girls in Afghanistan. *Journal of the American Medical Women’s Association* 1999. 54: 155-8.

3. Heisler M, Bouknight R, Hayward RA, Smith DM, Kerr EA. The Relative Importance of Physician Communication, Participatory Decision Making, and Patient Understanding in Diabetes Self-Management. *J Gen Intern Med* 2002; 17:243-252.
 - With accompanying editorial by Robert C. Smith, MD ScM
 - Selected as one of JGIM's best three research papers for 2002 and 2003(JGIM, December, 2003)
4. Heisler M, DeMonner S, Billi JE, Hayward RA. Medicaid Managed Care: Are Academic Medical Centers Penalized by Attracting Patients with High-Cost Conditions? *Am J Man Care* 2003; 9: 51-61.
5. Heisler M, Smith DM, Hayward RA, Krein SL, Kerr EA. How Well Do Patients' Own Assessments of Their Diabetes Self-Management Correlate with Actual Glycemic Control and Receipt of Recommended Diabetes Services? *Diabetes Care* 2003; 26: 738-743.
6. Piette JD, Schillinger D, Potter M, Heisler M. Dimensions of Patient-Provider Communication and Diabetes Self-Care in an Ethnically Diverse Population. *J Gen Intern Med* 2003; 18: 624-633.
7. Heisler M, Smith DM, Hayward RA, Krein SL, Kerr EA. Racial Disparities in Diabetes Care Processes, Outcomes, and Treatment Intensity. *Medical Care* 2003; 41: 1221-1232.
8. Heisler M, Moreno A, DeMonner S, Keller A, Iacopino V. Assessment of Torture and Ill Treatment in Mexico: Attitudes and Experiences of Forensic Physicians. *JAMA* 2003; 289: 2135-2143.
9. Heisler M, Vijan S, Anderson RM, Ubel PA, Bernstein SJ, Hofer TP. When Do Patients and Their Physicians Agree on Diabetes Treatment Goals and Strategies, and What Difference Does It Make? *JGIM* 2003; 18: 893-902.
10. Amowitz LL, Heisler M, Iacopino V. A Population-Based Assessment of Women's Health and Attitudes toward Women's Human Rights in Afghanistan. *Journal of Women's Health* 2003; 12: 577-589.
11. Moreno A, Heisler M, Keller A, Iacopino V. Documentation of Torture and Ill Treatment in Mexico: A Review of Medical Forensic Investigations, 2000-2002. *Journal of Health and Human Rights* 2003; 7(1); 29-49
12. Piette JD, Heisler M, Wagner TH. Problems Paying Out-of-Pocket Medication Costs Among Older Adults with Diabetes. *Diabetes Care* 2004; 27: 384-391.
13. Heisler M, Wagner TH, Piette JD. Clinician Identification of Chronically Ill Patients Who Have Problems Paying for Prescription Medications. *American Journal of Medicine* 2004; 116: 753-758.

14. Heisler M, Langa K, Eby EL, Fendrick AM, Kabeto, M, Piette JD. The Health Effects of Restricting Prescription Medication Use Because of Cost. *Medical Care* 2004; 42:626-634.
 - With accompanying editorial by Arlene S. Bierman, MD, MS and Chaim Bell, MD, PhD
15. Piette JD, Heisler M, Wagner TH. Cost-Related Medication Under-Use: Do Patients with Chronic Illnesses Tell Their Doctors? *Archives of Internal Medicine* 2004; 164: 1749-1755.
16. Piette JD, Heisler M, Wagner TH. Cost-Related Medication Under-Use Among Chronically Ill Adults: The Treatments People Forego, How Often, and Who Is At Risk. *Am J Pub Health* 2004; 94: 1782-1787.
 - With accompanying editorial by Alex D. Federman, MD, MPH
17. Piette JD, Heisler M. Problems Due to Medication Costs Among VA and Non-VA Patients with Chronic Illnesses. *Am J Man Care* 2004;10(part 2):861-868.
18. Heisler M, Wagner TH, Piette JD. Patient Strategies to Cope with High Prescription Medication Costs: Who is Increasing Debt, Cutting Other Necessities, or Underusing Medications? *Journal of Behavioral Medicine* 2005.
19. Krein SL, Heisler M, Piette JD, Makki F, Kerr EA. The Effect of Chronic Pain on Diabetes Self-Management. *Diabetes Care* 2005.
20. Heisler M, Piette JD, Spencer MS, Kieffer E, Vijan S. The Relationship Between Knowledge of Recent Hemoglobin A1c Values and Diabetes Care Understanding and Self-Management. *Diabetes Care* (in press).

Articles Accepted for Publication in Peer-Reviewed Journals

Articles Submitted to Peer-Reviewed Journals

1. Piette JD, Heisler M, Wagner TH. Cost-Related Medication Under-Use: An Analysis of Tough Choices by Chronically Ill Patients.
2. Reis, C, Amowitz LL, Heisler M, et al. Assessment of Clinician Attitudes and Practices toward Patients with HIV/AIDS in Nigeria.
3. Piette JD, Heisler M, Krein S, Kerr EA. The Role of Physician Trust as a Barrier against Medication Non-adherence due to Cost Pressures.
4. Piette JD, Heisler M. Chronically-ill Patients' Understanding of Their Prescription Drug Coverage and its Impact on Medication Cost Problems.

5. Richmond TK, Hayward RA, Gahagan S, Heisler M. Can School Income and Racial Composition Explain the Ethnic Disparity in Adolescent Physical Activity Participation? A Multi-level Analysis.
6. Hayward RA, Heisler M, Adams J, Dudley RA, Hofer TP. Measurement Error & the Measurement of Errors: How to Improve Statistical Estimation When Reliability is Low.
7. Heisler M, Piette, JD. "I Help You, and You Help Me": The Feasibility and Acceptability of Interactive Voice Response (IVR)-Facilitated Telephone Peer Support Among Patients with Diabetes.

Editorials/Commentaries

Heisler M, Wagner EH, Improving the Quality of Diabetes Treatment in Managed Care Organizations: Some Progress, Many Challenges. *Am J Man Care* 2004; 10:115-118.

Heisler M. Glycemic Self-Monitoring and Insurance Coverage: Removing the Barriers to Diabetes Control. *CMAJ* 2004; 171: 48-50.

Non-Peer-Reviewed Publications

Heisler M. *A Review of Human Rights Programs in Latin America and the Caribbean (1960-90)*, The Ford Foundation, New York, NY, 1990.

Iacopino V, Heisler M, and Rosoff RJ. *Torture in Turkey and Its Unwilling Accomplices: The Scope of State Persecution and Coercion of Physicians*, Physicians for Human Rights, Boston, MA, August 1996.

Heisler M. *Brazilians in East Boston: A Demographic Description and Assessment of Health Status, Services Utilization, and Barriers to Access to Health Care*, East Boston Neighborhood Health Center, Boston, MA, 1997.

Heisler M. "Interviews with Afghan Women and Health Experts" in Iacopino, V, et al, *The Taliban's War on Women: A Health and Human Rights Crisis in Afghanistan*, Physicians for Human Rights, Boston, MA, August 1998.

Heisler M. "Qualitative Comments and Testimonies of Sierra Leonean Women and Girls," in Reis C, et al, *War-Related Sexual Violence in Sierra Leone*, Physicians for Human Rights, Boston, MA, February 2002.

Research Publications in Non-Scientific or Clinical Journals

1. Heisler M. Urban Migration in Brazil: A Case Study of Sao Paulo. *Latin America Research Review*, Lima, Peru, July 1984.

OTHER

Fluent in Spanish and Portuguese; proficient French; fair Haitian Creole.

Last Updated: November 2004